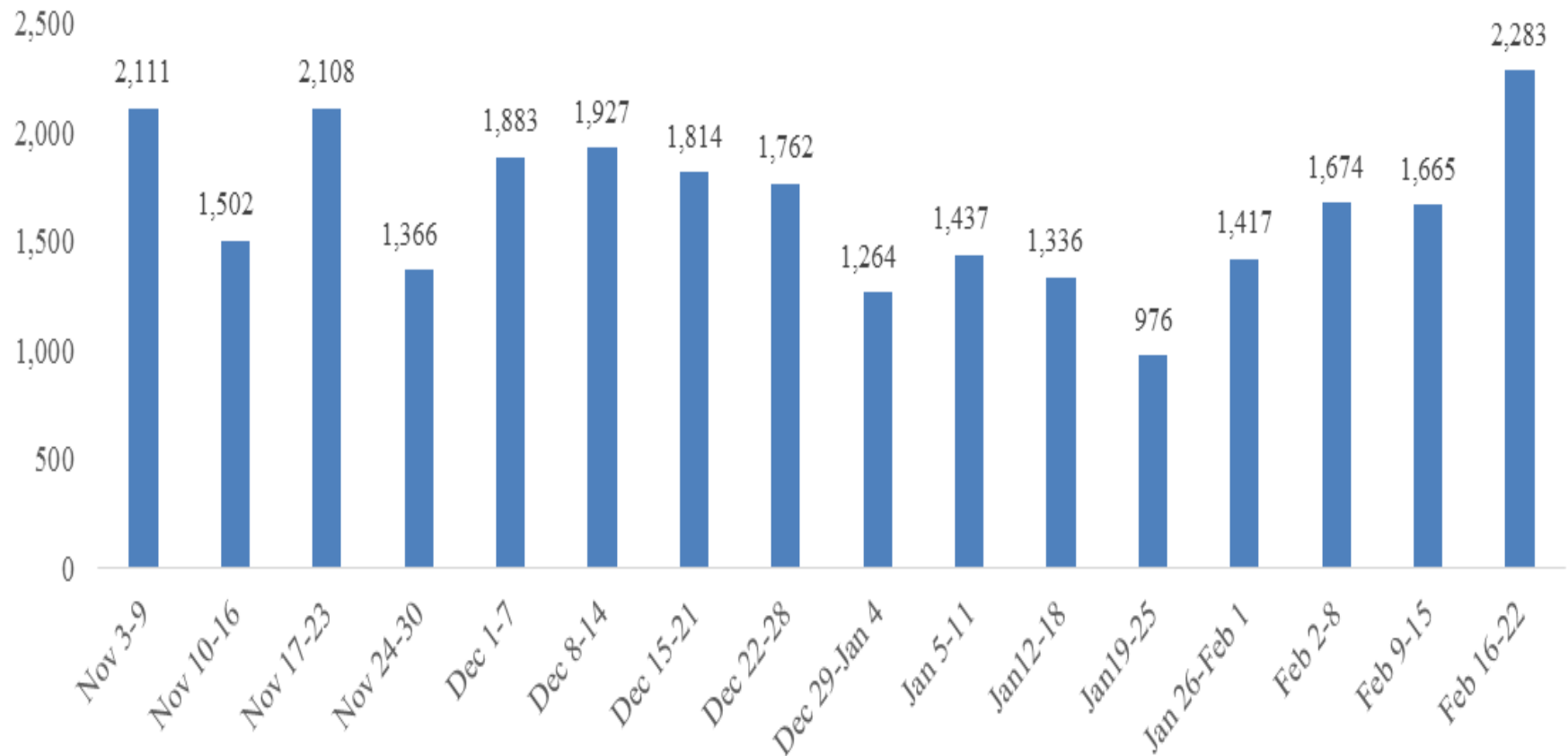A deadline is the difference between a dream and a goal.

Overview of MHSA Scheduling Process for the Eight Branches With Over 1,000 Scheduled Appointments (Jan 2-Feb 22)					
MVA Branch	# of Scheduled Appts	# of No Shows	# of Rejected	# of Processed	Avg Wait Time
Beltsville	2,574	286 (11.1%)	752 (29.2%)	1,536 (59.7%)	12:25
Gaithersburg	2,510	210 (8.4%)	204 (8.1%)	2,096 (83.5%)	15:24
Glen Burnie	2,474	260 (10.5%)	190 (7.7%)	2,024 (81.8%)	10:07
Largo	2,103	240 (11.4%)	341 (16.2%)	1,522 (72.4%)	13:24
Annapolis	1,427	100 (7.0%)	420 (29.4%)	907 (63.7%)	12:28
Frederick	1,187	78 (6.6%)	110 (9.3%)	999 (84.2%)	8:33
White Oak	1,048	81 (7.7%)	162 (15.5%)	805 (76.8%)	4:48
Baltimore City	1,012	115 (11.4%)	230 (22.7%)	667 (65.9%)	9:09
All MVA Branches	19,110	1,749 (9.2%)	3,430 (17.9%)	13,931 (72.9%)	10:36

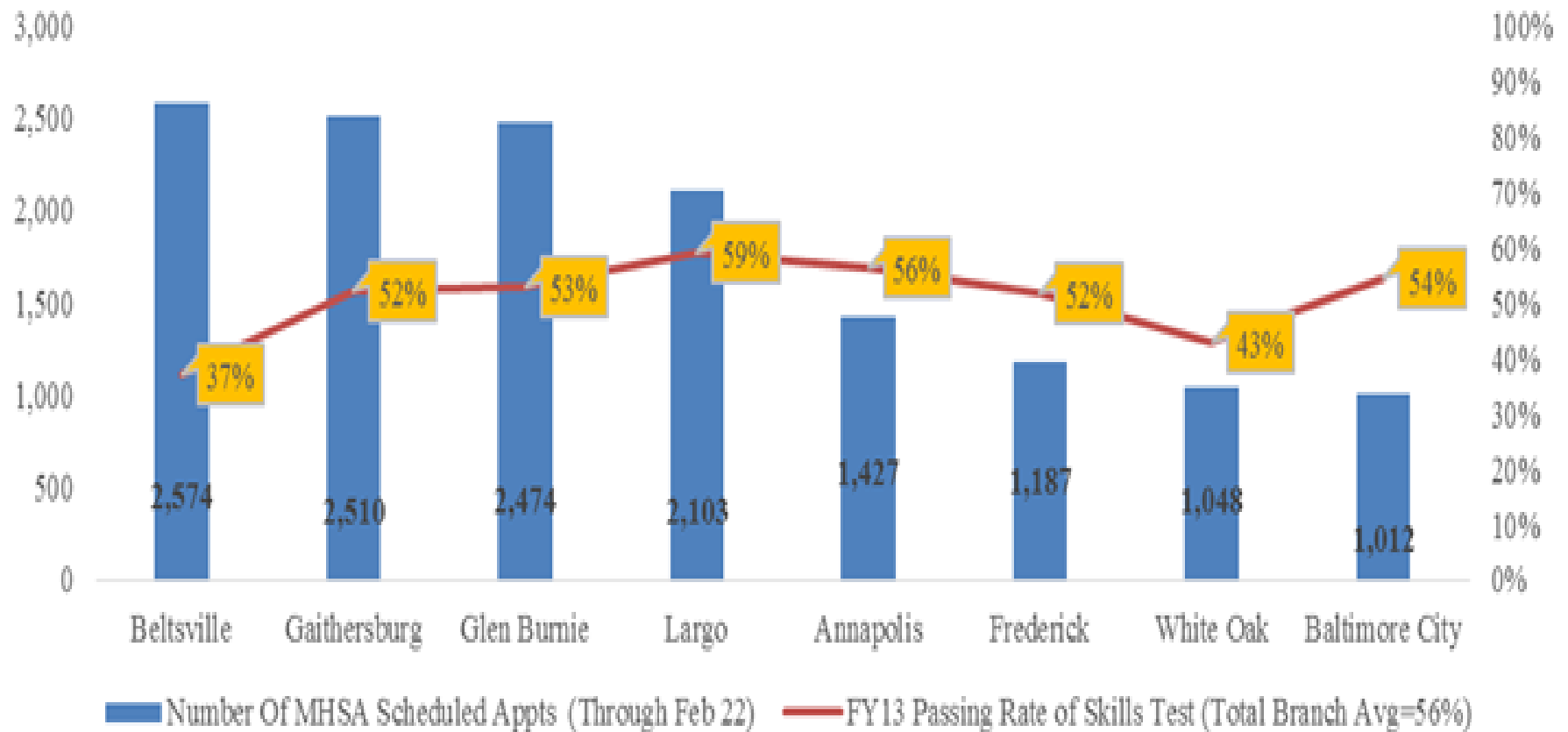Number of Comptroller Approvals for MHSA Appointments, Nov 3-Feb 22

Number of Daily MHSA Appointments Available at Each Branch and the First Available Appointment Date				
MVA Full Service Branches Taking MHSA Appts	# of Appointments Made (Nov 3-Feb 22)*	Original # of Daily Appointments Available	Revised # of Daily Appointments (After January 10)	First Available Appointment as of Jan 23
1). Beltsville	3,957	82	65	March 21st
2). Gaithersburg	3,753	82	65	March 19th
3). Largo	3,372	66	49	March 27th
4). Glen Burnie	3,194	82	65	March 6th
5). White Oak	2,144	33	30	April 14th
6). Annapolis	1,617	50	46	Same Day
7). Frederick	1,361	50	46	Same Day
8) Essex	1,250	33	30	March 6th
9). Baltimore City	1,136	66	49	Same Day
10). Waldorf	984	50	46	Same Day
11). Walnut Hill	771	16	14	March 19th
13). Bel Air	598	66	49	Same Day
12). Salisbury	543	50	46	Same Day
14). Easton	421	16	14	Same Day
15). Westminster	400	33	30	Same Day
16). Hagerstown	321	33	30	Same Day
17). Elkton	230	33	30	Same Day
18). Loveville	103	16	14	Same Day
19). Cumberland	10	33	30	Same Day
Total	26,165	890	754	N/A

* Includes multiple appointments made by a customer.

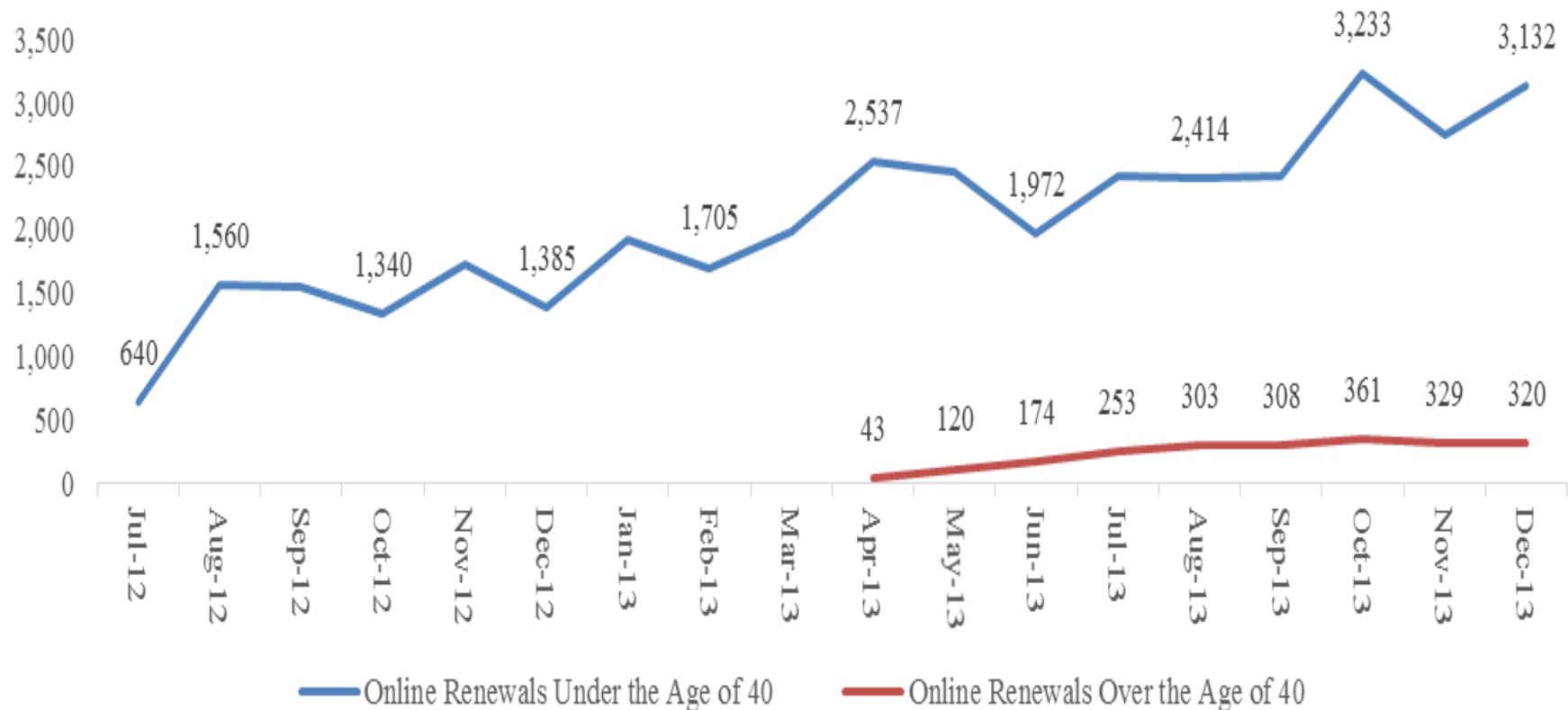MVA Branches with Over 1,000 Scheduled Appts and the FY13 Avg Pass Rate for the Skills Test at that Location
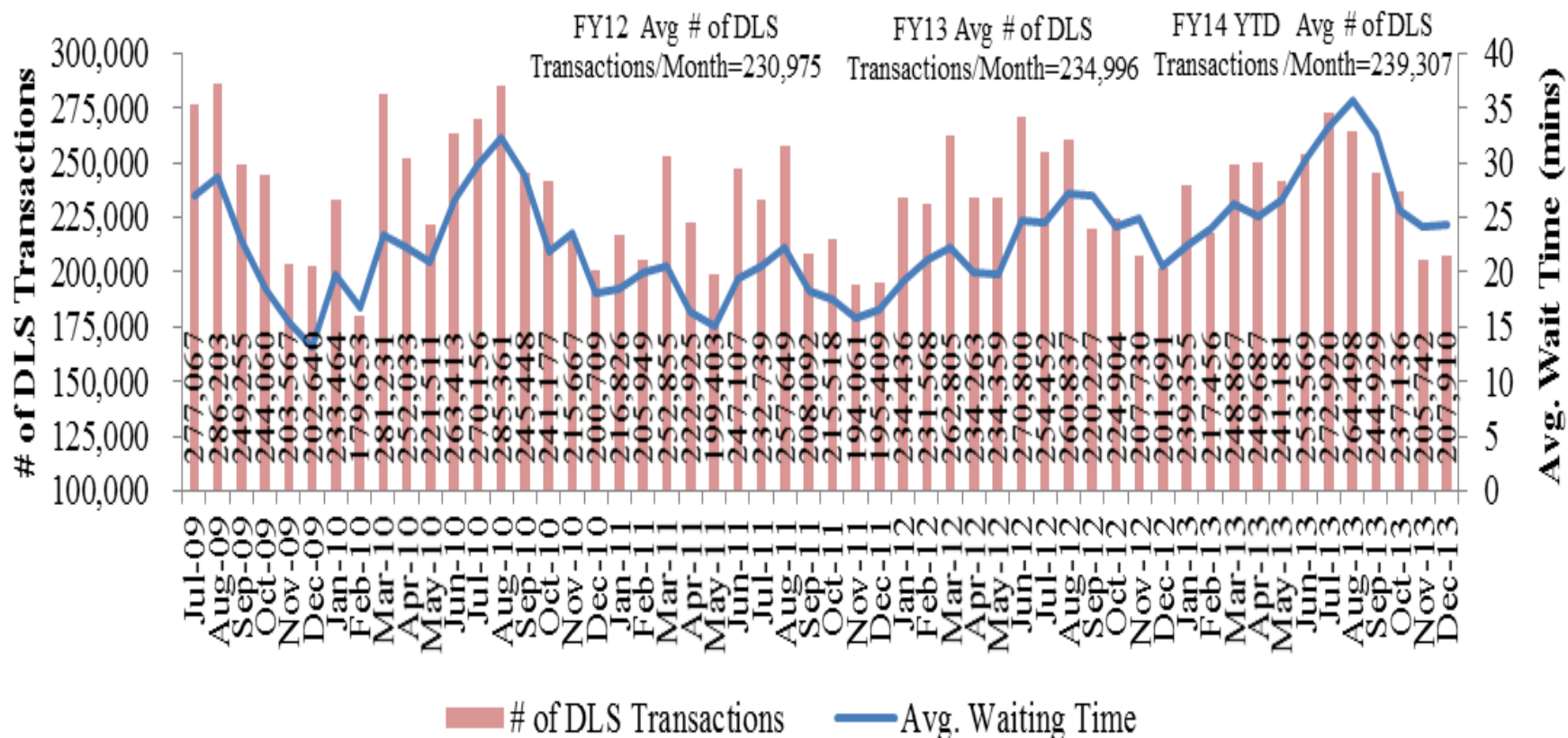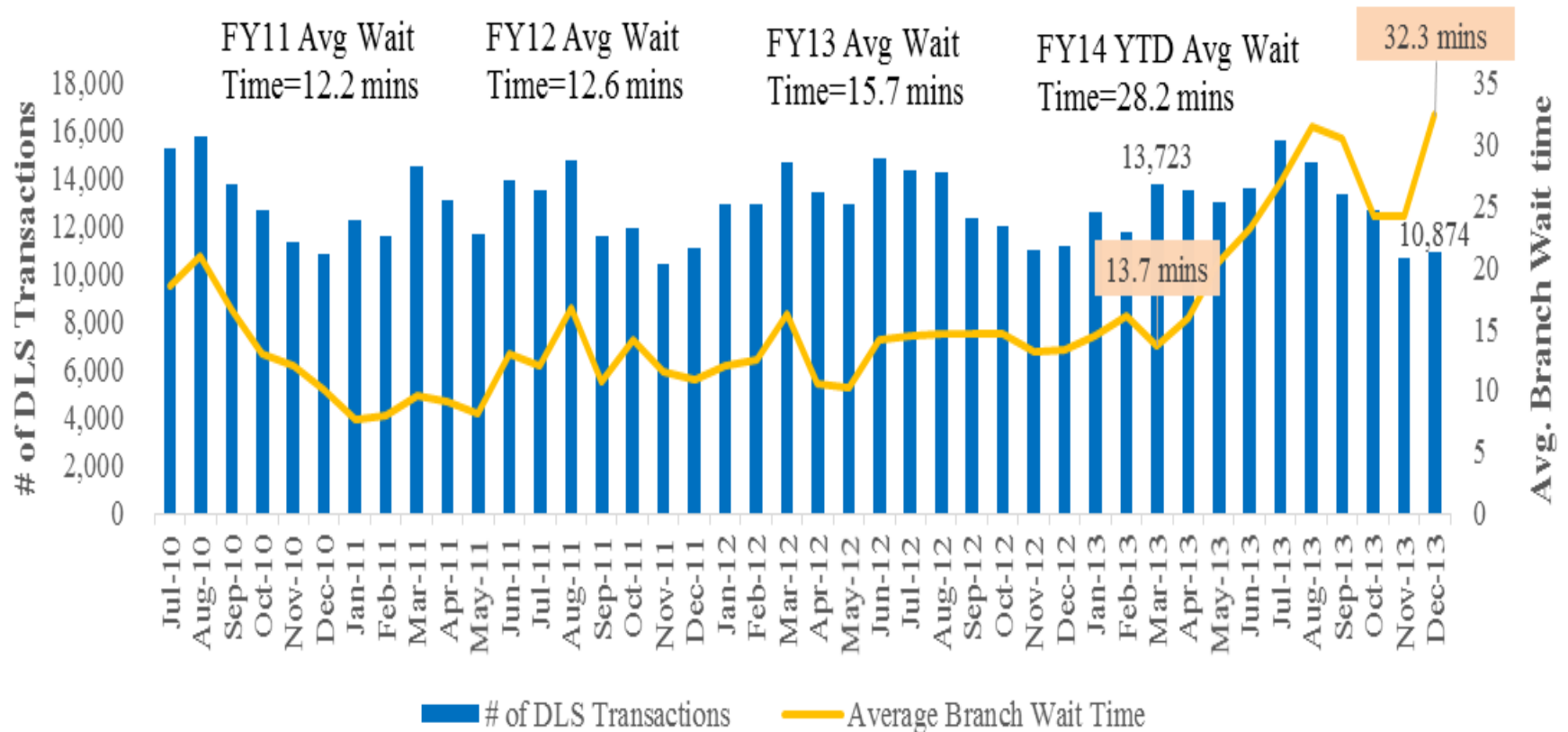
Number of Driver's License Renewals Completed Online For People Under and Over the Age of 40, July 2012-December 2013

Number of DLS Transactions Performed in MVA Branches and Average Waiting Times, July 09-December 13

Number of DLS Transactions and Avg. Branch Wait Time, Waldorf Branch, FY11-FY14 YTD

Motor Vehicle Administration
Wait Time Reduction Plan Staffing Status

Data as of February 20, 2014	Allocated Positions	Interviews Scheduled	Selection Made	HR Process Documentation	Hired	NEO*/ Training	In Branch
Field Operations							
Annapolis	4	4	0	0	0	0	
Baltimore City	10	10	10	10	10	4	1
Beltsville	3	3	3	3	3	1	1
Columbia**	3	3	3	3	3	3	
Essex	8	8	8	8	8		
Gaithersburg	8	8	8	8	7	6	
Largo	8	8	8	8	4	2	
Parkville**	2	2	2	2	1	1	1
White Oak	4	4	4	4	4	4	3
Sub total	50	50	46	46	40	21	6
Customer Service Center	15	15	13	5	4	4	
Central Operations Branch Support	11	11	11	11	11	9	3

Data as of February 20, 2014	Number of Counters	Construction		Counter Modifications		Electrical/Network Installation		DLS Hardware Installation		Completion	
		Estimated	Actual	Estimated	Actual	Estimated	Actual	Estimated	Actual	Estimated	Actual
Field Operations **Work Station Balancing**											
Baltimore City	3	N/A		Complete		Complete		20-Dec-13	18-Dec-13 (Complete)	20-Dec-13	18-Dec-13 (Complete)
White Oak	4	N/A		Complete		Complete		20-Dec-13	19-Dec-13 (Complete)	20-Dec-13	19-Dec-13 (Complete)
Annapolis	3	12-Feb-14		15-Feb-14	15-Feb-14 (Complete)	28-Feb-14		28-Feb-14 [a]		28-Feb-14 [a]	
Beltsville	4	1-Feb-14		5-Feb-14	5-Feb-14 (Complete)	27-Feb-14		28-Feb-14 [a]		28-Feb-14 [a]	
Gaithersburg	4	19-Jan-14	19-Jan-14 (Complete)	23-Jan-14	25-Jan-14 (Complete)	14-Feb-14	14-Feb-14 (Complete)	21-Feb-14 [a]		21-Feb-14 [a]	18-Feb-14 (Complete)
Largo	6		23-Dec-13 (Complete)	30-Dec-13	2-Jan-14 (Complete)	24-Jan-14	21-Jan-14 (Complete)	31-Jan-14	29-Jan-14 [b] (Complete)	31-Jan-14	29-Jan-14 [b] (Complete)

Monthly Average Number of People Starting and Being Removed from the Interlock Ignition Program (IPP), FY10-FY14 YTD